

By email

21 May 2025

Peter Lensink
Chief Operations Officer
Transdev Australia and New Zealand
peter.lensink@transdevnz.co.nz

Tonia Haskell
Managing Director
Transdev Wellington
tonia.haskell@transdevnz.co.nz

Tēnā kōrua Peter and Tonia

Restoring confidence in the reliability of the Wairarapa Line services

I'm writing to draw your attention to the continued staffing issues affecting the Wairarapa Line services and to seek an update on the situation.

I have requested daily updates from officers on WRL staffing levels, and it's clear that the situation remains precarious. I understand that a minimum of six train managers is required each weekday to operate a full train service. However, I see for some weeks there are only four — at most five — train managers available. This leaves no buffer if someone is unwell or unavailable, which is particularly concerning as we head into winter.

I trust that a robust plan is in place to manage this risk and to build resilience into your staffing processes.

While I appreciate the shared goal of providing a consistent service for passengers, I understand that the 3:38pm and 6:18pm weekday services are currently being replaced by buses until staffing levels are consistently higher, which could be some months away. This is not a sustainable solution.

As a result, I would like an update on:

- How Transdev is progressing with the recruitment and training of additional train managers for the Wairarapa Line;
- When these new staff will be trained and in place;
- When a full train service is expected to resume; and

- What additional solutions you are investigating and able to implement quickly that will make a positive difference for passengers on the Wairarapa Line.

I also note that Greater Wellington officials have met with you on multiple occasions and continue to do so, in the spirit of partnership, to help resolve these issues.

I trust that this collaboration will continue with urgency and transparency. Please let me or Metlink officials know if you think further engagement is required.

I look forward to your response.

Ngā mihi,



Daran Ponter
Heamana | Chair

Appendix A: Dates of a selection of meetings up until 14 May. Please let me know if you feel further engagement is required.

14th May – Joint operational meeting
9th May – Senior manager operational meeting
6th May - Joint operational meeting
6th May – Jointly met with the Wairarapa Train Pain Campaign representatives
30th April - Joint operational meeting
23rd April - Joint operational meeting
16th April - Joint operational meeting
9th April - Joint operational meeting
4th April – Joint daily stand up
2nd April – Joint daily stand up
1st April – Joint daily stand up
31st March – Joint daily stand up
28th March – Joint daily stand up
27th March – Joint daily stand up
26th March – Joint daily stand up
25th March – Joint daily stand up
25th March - Joint presentation to the Wairarapa Committee on status of WRL staffing issues
24th March – Joint daily stand up
21st March – Joint daily stand up
20th March – Joint daily stand up